



Family Success Center

COVID-19 RAFT Response Information

Due to the current COVID-19 crisis, please note the following adjustments that affect the RAFT application process at the Family Success Center:

- All Lynn Housing Authority & Neighborhood Development (LHAND) offices are currently closed to the general public
 - All pre-applications must be completed online at: <https://www.waitlistcheck.com/MA2977-1918>
 - If you are not able to complete the pre-application online, please call the office to request an additional accommodation
 - All Intakes and RAFT Applications will be completed over the telephone and/or by email
 - Documents may also be submitted to the drop box at 39 Curwin Terrace
 - There may be some delays in the staff's ability to respond to phone calls and emails in a timely manner, and we appreciate your patience during this time
- Consideration will be given to some documentation that may not be easily obtainable due to the COVID-19 crisis, but applicants should make all best efforts to obtain and submit all required documentation
- The Department of Housing and Community Development (DHCD) has allocated additional funding on the RAFT program specifically for households facing instability as a result of COVID-19-related loss of wages or increase in expenses (e.g. medical expenses), known as COVID-19 RAFT Response (CRR)
 - In order to be eligible for the CRR funds you must certify that you have has a loss of wages or increase in expenses due to COVID-19
- Traditional RAFT eligibility and program guidelines will apply to CRR funds, with some limited exceptions
 - Traditional RAFT eligibility and program guidelines **that still apply** include:
 - Households must be below 50% of Area Median Income (AMI) for the household size
 - Households must provide documentation of an eligible housing crisis
 - Households may NOT receive more than \$4,000 in RAFT and/or HomeBASE funds within a 12 month period
 - Subsidized households must demonstrate a hardship that caused the nonpayment of rent that was presumed to be affordable